



**FCC Summary Log
For
California Relay Service
June 1, 2002 to May 31, 2003**

Number of Complaints received from June 1, 2002 to May 31, 2003

June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Jan '03	Feb '03	Mar '03	Apr '03	May '03
101	130	97	78	37	76	46	49	43	51	66	51

The total Number of Complaints for this reporting period was 825. Complaints are followed up and resolved in a timely manner.

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
70425	6/1/02	RO UNABLE TO PROCESS CALL	SUPERVISOR COACHED RO	6/1/02
70567	6/2/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/26/02
70582	6/2/02	RO HUNG UP	SUPERVISOR COACHED RO	6/26/02
70592	6/2/02	PROFILE DE-ACTIVATED	PROFILE RE-ACTIVATED	6/2/02
70629	6/2/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/26/02
70637	6/2/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/26/02
70644	6/3/02	STATIC	TECHNICIANS UNABLE TO DUPLICATE	6/3/02
70661	6/3/02	ROs SPEAK TOO FAST ON ANSWERING MACHINES	UNABLE TO IDENTIFY RO	6/3/02
70695	6/3/02	RO TOOK CONTROL OF CALL	UNABLE TO IDENTIFY RO	6/10/02
70697	6/3/02	RO UNABLE TO PROCESS CALL	SUPERVISOR COACHED RO	6/3/02
70756	6/3/02	RO TYPING SPEED	SUPERVISOR COACHED RO	6/26/02
70951	6/3/02	GENERAL RO COMPLAINT	UNABLE TO IDENTIFY RO	6/3/02
71222	6/3/02	711 ROs NEED ADDITIONAL TRAINING	UNABLE TO IDENTIFY RO	6/3/02
71231	6/4/02	RO HUNG UP	SUPERVISOR COACHED RO	6/25/02
71234	6/4/02	STS SUPERVISOR COULD NOT RETREIVE MSG	UM COACHED SUPERVISOR	6/13/02
71485	6/4/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	6/10/02

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Log #	Date	Description of Issue	Description of Resolution	Date
71725	6/4/02	RO HUNG UP	SUPERVISOR COACHED RO	6/25/02
71783	6/4/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/25/02
71799	6/5/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	6/5/02
72038	6/5/02	RO DID NOT RESPOND	SUPERVISOR COACHED RO	6/25/02
72039	6/5/02	RO DID NOT RESPOND	SUPERVISOR COACHED RO	6/26/02
72041	6/5/02	RO DID NOT RESPOND	SUPERVISOR COACHED RO	6/14/02
72300	6/5/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	6/14/02
72390	37412	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/5/02
72393	6/6/02	CA HUNG UP	SUPERVISOR COACHED RO	6/26/02
72400	6/6/02	CA HUNG UP	SUPERVISOR COACHED CA	6/6/02
72770	6/6/02	RO HUNG UP	SUPERVISOR COACHED RO	6/12/02
72772	6/6/02	SUPERVISOR WAS RUDE	UM COACHED SUPERVISOR	6/6/02
72795	6/6/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/6/02
72853	6/6/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	6/28/02
72898	6/7/02	OPERATOR BROKE TRANSPARENCY	SUPERVISOR COACHED RO	6/26/02
72994	6/7/02	RO HUNG UP	SUPERVISOR COACHED RO	6/7/02

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Log #	Date	Description of Issue	Description of Resolution	Date
73011	6/7/02	UNABLE TO PLACE CALL	REFERRED TO LEC	6/7/02
73273	6/7/02	RO HUNG UP	SUPERVISOR COACHED RO	6/7/02
73302	6/7/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/7/02
73307	6/7/02	CA HUNG UP	UNABLE TO IDENTIFY CA	6/7/02
73509	6/8/02	CA HUNG UP	CA coached.	6/26/02
73516	6/8/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/8/02
73548	6/9/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/24/02
73601	6/9/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	6/11/02
73665	6/9/02	RO DID NOT PROVIDE ID NUMBER	UNABLE TO IDENTIFY RO	6/9/02
73666	6/9/02	RO GRAMMAR; TYPING ACCURACY	SUPERVISOR COACHED RO	6/9/02
73669	6/9/02	RO WAS RUDE, INCONSIDERATE, IMPATIENT	SUPERVISOR COACHED RO	6/9/02
73672	6/10/02	CA HAS A BAD ATTITUDE	UNABLE TO IDENTIFY CA	6/10/02
73707	6/10/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	6/13/02
73789	6/10/02	RO DID NOT KEEP CUSTOMER INFORMED	SUPERVISOR COACHED RO	6/26/02
74027	6/10/02	RO DID NOT ANNOUNCE RELAY	UNABLE TO IDENTIFY RO	6/10/02
74149	6/10/02	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	6/23/02

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Log #	Date	Description of Issue	Description of Resolution	Date
74204	6/10/02	UNABLE TO PLACE CALL USING CELL PHONE	POSSIBLE CELL PHONE LINE-CROSSING	6/10/02
74263	6/10/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/10/02
74287	37417	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	6/10/02
74620	6/11/02	RO TYPING SPEED, ACCURACY	SUPERVISOR COACHED RO	6/11/02
74755	6/11/02	RO HUNG UP	UNABLE TO IDENTIFY RO	6/11/02
74873	6/11/02	RO HUNG UP	SUPERVISOR COACHED RO	6/26/02
74878	6/11/02	UNABLE TO COMPLETE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED; RESOLVED	7/3/02
74887	6/11/02	711 RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/11/02
74890	6/11/02	RO DID NOT ANNOUNCE CHANGE OF RO	SUPERVISOR COACHED RO	6/26/02
74891	6/11/02	RO DID NOT ANNOUNCE CHANGE OF RO	SUPERVISOR COACHED RO	6/26/02
75050	6/12/02	RO HUNG UP	SUPERVISOR COACHED RO	6/18/02
75283	6/12/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/12/02
75304	6/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/26/02
75306	6/12/02	RO KEPT CUSTOMER HOLDING LONG TIME	SUPERVISOR COACHED RO	6/26/02
75314	6/12/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/26/02
75317	6/13/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/13/02

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Log #	Date	Description of Issue	Description of Resolution	Date
75320	6/13/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/13/02
75338	6/13/02	CA TOOK CONTROL OF CALL	UNABLE TO IDENTIFY CA	6/13/02
75798	6/13/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/13/02
75838	6/13/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/13/02
75839	6/13/02	711 RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/13/02
76157	6/14/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/26/02
76160	6/14/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	6/14/02
76395	6/15/02	RO WAS RUDE	SUPERVISOR COACHED RO	6/26/02
76455	6/15/02	UNABLE TO MAKE CARD CALL	INSUFFICIENT FUNDS ON CARD	6/15/02
76601	6/16/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	6/16/02
76612	6/16/02	RO HUNG UP	SUPERVISOR COACHED RO	6/26/02
76623	6/16/02	RO HUNG UP	SUPERVISOR COACHED RO	6/26/02
76679	6/16/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/16/02
76680	6/16/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/16/02
76681	6/16/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/16/02
76690	6/16/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/26/02

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Log #	Date	Description of Issue	Description of Resolution	Date
76697	6/16/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	6/16/02
76741	6/16/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	7/1/02
76742	6/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/1/02
77261	6/17/02	UNABLE TO PROCESS CALLS USING CELL PHONE	TROUBLE REPORT COMPLETED	6/17/02
77263	6/17/02	RO DID NOT FOLLOW INSTRUCTIONS.	SUPERVISOR COACHED RO	6/18/02
77284	6/17/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	6/19/02
77318	6/17/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/20/02
77321	6/17/02	CUSTOMER SERVICE REP WAS RUDE	SUPERVISOR COACHED REP	6/28/02
77675	6/18/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/18/02
77857	37425	RO TYPING SPEED, ACCURACY	SUPERVISOR COACHED RO	6/28/02
77872	6/18/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/26/02
78145	6/19/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	6/26/02
78646	6/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/26/02
80947	6/25/02	BILLING ISSUE	FORWARDED FOR RESOLUTION	6/25/02
80986	6/26/02	BILLING ISSUE	FORWARDED FOR RESOLUTION	6/26/02
82028	6/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/28/02

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Log #	Date	Description of Issue	Description of Resolution	Date
82218	6/28/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/28/02
82262	6/28/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/28/02
82274	6/28/02	RO DID NOT SEND GREETING FAST ENOUGH	SUPERVISOR COACHED RO	6/29/02
82277	6/28/02	UNABLE TO REACH NUMBER	ALTERNATE NUMBER PROVIDED	6/28/02
82294	6/28/02	STS RINGING NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/28/02

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Log #	Date	Description of Issue	Description of Resolution	Date
82994	7/1/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/1/02
83094	7/1/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/1/02
83102	7/1/02	CA WAS RUDE	SUPERVISOR COACHED CA	7/1/02
83125	7/1/02	CA WAS RUDE	UNABLE TO IDENTIFY CA	7/3/02
83148	7/1/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/1/02
83237	7/1/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/02
83597	7/2/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/2/02
83787	7/2/02	RO DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	7/3/02
83789	7/2/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/2/02
83911	7/3/02	CA WAS RUDE	SUPERVISOR COACHED CA	7/9/02
84304	7/3/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/3/02
84332	7/3/02	RO HUNG UP	SUPERVISOR COACHED RO	7/5/02
84344	7/3/02	RO PROCEDURAL MISUNDERSTANDING	SUPERVISOR COACHED RO	7/3/02
84534	7/4/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/02
84538	7/4/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/11/02
84544	7/4/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	7/4/02

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Log #	Date	Description of Issue	Description of Resolution	Date
84603	7/5/02	UNABLE TO REACH 800 TERM NUMBER	ALTERNATE NUMBER PROVIDED	7/5/02
84768	7/5/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/10/02
84782	7/5/02	UNABLE TO REACH 800 TERM NUMBER	ALTERNATE NUMBER PROVIDED	7/5/02
84867	7/5/02	CANNOT MAKE LONG DISTANCE CALLS	SUPERVISOR ASSISTED IN PLACING CALL	7/5/02
84926	7/5/02	RO PROCEDURAL MISUNDERSTANDING	SUPERVISOR COACHED RO	7/9/02
84927	7/5/02	SUPERVISOR HUNG UP	UNABLE TO IDENTIFY SUPERVISOR	7/5/02
85094	7/6/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/18/02
85188	7/7/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/18/02
85664	7/8/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/8/02
86062	7/9/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/9/02
86272	7/9/02	RO PROCEDURAL MISUNDERSTANDING	SUPERVISOR COACHED RO	7/16/02
86362	7/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/9/02
86390	7/9/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/9/02
86391	7/9/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/13/02
86400	7/9/02	NOISE	TECHNICIANS UNABLE TO DUPLICATE	7/9/02
86501	7/10/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/10/02

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Log #	Date	Description of Issue	Description of Resolution	Date
86561	7/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/16/02
86628	7/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/15/02
86663	7/10/02	RO TYPING NOT TRANSMITTED TO TERM	TECHNICIANS UNABLE TO DUPLICATE	7/16/02
86771	7/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/02
86781	7/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/15/02
86831	7/10/02	ROs DO NOT FOLLOW PROFILE	SPECIFIC RO NUMBER NOT PROVIDED	7/10/02
86906	7/10/02	RO DID NOT ANNOUNCE RELAY	SUPERVISOR COACHED RO	7/10/02
87111	7/11/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/15/02
87180	7/11/02	UNABLE TO REACH TERM NUMBER	REFERRED TO OFFICE TELECOM ADMIN	7/16/02
87214	7/11/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/11/02
87227	7/11/02	WRONG IXC BILLED FOR LONG DISTANCE CALL	REFERRED FOR BILLING ADJUSTMENT	7/17/02
87547	7/12/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/13/02
87602	7/12/02	711 RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/12/02
87604	7/12/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/15/02
87702	7/12/02	UNABLE TO USE CALLING CARD	INVALID CARD INVALID; ALTERNATE BILLING	7/12/02
87709	7/12/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/12/02

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Log #	Date	Description of Issue	Description of Resolution	Date
87749	7/12/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/12/02
87780	7/13/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/13/02
87928	7/13/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/16/02
87939	7/14/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	7/14/02
88013	7/14/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/14/02
88038	7/14/02	WRONG IXC BILLED FOR LONG DISTANCE CALL	REFERRED FOR BILLING ADJUSTMENT	7/14/02
88040	7/14/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/14/02
88182	7/15/02	CRS RINGS BUSY	TEMPORARY TECHNICAL ISSUE	7/15/02
88259	7/15/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/15/02
88327	7/15/02	UNABLE TO DIAL TERM NUMBER	ALTERNATE BILLING METHOD NEEDED	7/15/02
88380	7/15/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/17/02
88451	7/15/02	RO DID NOT ANNOUNCE RELAY	SUPERVISOR COACHED RO	7/16/02
88815	7/16/02	Garbling	TECHNICIANS UNABLE TO DUPLICATE	7/16/02
89075	7/16/02	SUPERVISOR WAS UNPROFESSIONAL	MANAGER COACHED SUPERVISOR	8/1/02
89110	7/16/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/16/02
89187	7/17/02	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	7/21/02

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Log #	Date	Description of Issue	Description of Resolution	Date
89503	7/17/02	SPANISH RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/17/02
89639	7/18/02	RO HUNG UP	SUPERVISOR COACHED RO	7/26/02
89643	7/18/02	RO HUNG UP	SUPERVISOR COACHED RO	8/2/02
89659	7/18/02	CANNOT MAKE LONG DISTANCE CALLS	SUPERVISOR ASSISTED IN PLACING CALL	7/18/02
89675	7/18/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	7/24/02
89687	7/18/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/20/02
89777	7/18/02	UNABLE TO REACH CRS USING 711	REFERRED TO LEC	7/24/02
89780	7/18/02	UNABLE TO REACH CRS USING 711	REFERRED TO LEC	7/23/02
90139	7/19/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/19/02
90324	7/19/02	RO HUNG UP	SUPERVISOR COACHED RO	7/23/02
90441	7/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/23/02
90493	7/20/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/20/02
90524	7/20/02	RO PROCEDURAL MISUNDERSTANDING	SUPERVISOR COACHED RO	7/20/02
90537	7/20/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/23/02
90548	7/20/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/20/02
90550	7/20/02	RO HUNG UP	SUPERVISOR COACHED RO	7/20/02

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Log #	Date	Description of Issue	Description of Resolution	Date
90551	7/20/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/1/02
90559	7/20/02	UNABLE TO USE CALLING CARD	INVALID CARD INVALID; ALTERNATE BILLING	7/20/02
90612	7/21/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/21/02
90675	7/21/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/22/02
90677	7/21/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/21/02
90696	7/21/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/21/02
90810	7/22/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/31/02
90929	7/22/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/24/02
91126	7/22/02	RO HUNG UP	SUPERVISOR COACHED RO	7/23/02
91370	7/23/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	7/24/02
91468	7/23/02	RO WAS RUDE	SUPERVISOR COACHED RO	7/23/02
91603	7/23/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/23/02
91613	7/23/02	CA PROCEDURAL MISUNDERSTANDING	SUPERVISOR COACHED CA	7/4/02
91703	7/23/02	RO DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	7/25/02
91708	7/23/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/23/02
91753	7/23/02	CANNOT MAKE LONG DISTANCE CALLS	SUPERVISOR ASSISTED IN PLACING CALL	7/23/02

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Log #	Date	Description of Issue	Description of Resolution	Date
91836	7/24/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/20/02
91895	7/24/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/24/02
91940	7/24/02	UNABLE TO DIAL TERM NUMBER	ALTERNATE BILLING METHOD NEEDED	7/24/02
91972	7/24/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/16/02
92469	7/25/02	CANNOT MAKE LONG DISTANCE CALLS	SUPERVISOR ASSISTED IN PLACING CALL	7/25/02
92516	7/25/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/29/02
92519	7/25/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/5/02
92532	7/25/02	RO HUNG UP	SUPERVISOR COACHED RO	7/29/02
92569	7/25/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	7/25/02
92618	7/25/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/25/02
92660	7/25/02	IXC ERROR	REFERRED FOR BILLING ADJUSTMENT	8/2/02
92661	7/25/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/25/02
92666	7/25/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/26/02
92883	7/26/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/26/02
93046	7/26/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/26/02
93068	7/26/02	IXC ERROR	REFERRED FOR BILLING ADJUSTMENT	8/11/02

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Log #	Date	Description of Issue	Description of Resolution	Date
93072	7/26/02	RO HUNG UP	SUPERVISOR COACHED RO	7/31/02
93076	7/26/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/5/02
93224	7/27/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/28/02
93265	7/28/02	RO HUNG UP	SUPERVISOR COACHED RO	7/31/02
93364	7/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/28/02
93604	7/29/02	RO HUNG UP	SUPERVISOR COACHED RO	7/30/02
93823	7/29/02	UNABLE TO REACH CRS USING 711	REFERRED TO LEC	7/29/02
93832	7/29/02	NOISE ON THE LINE	TECHNICIANS UNABLE TO DUPLICATE	7/30/02
93965	7/30/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/31/02
94143	7/30/02	RO HUNG UP	SUPERVISOR COACHED RO	7/31/02
94339	7/30/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/30/02
94444	7/31/02	UNABLE TO DIAL TERM NUMBER	SUPERVISOR ASSISTED IN PLACING CALL	7/31/02
94510	7/31/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	8/8/02
94731	7/31/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/8/02
94842	7/31/02	RO PROCEDURAL MISUNDERSTANDING	SUPERVISORS REVIEWED VCO PROCEDURE	7/31/02
94896	7/31/02	RO HUNG UP	SUPERVISOR COACHED RO	8/15/02

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Log #	Date	Description of Issue	Description of Resolution	Date
94943	7/31/02	RO PROCEDURAL MISUNDERSTANDING	SUPERVISOR COACHED RO	8/8/02
94951	7/31/02	NOISE ON THE LINE	TECHNICIANS UNABLE TO DUPLICATE	7/31/02

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Log #	Date	Description of Issue	Description of Resolution	Date
95266	8/1/02	RO DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	8/8/02
95304	8/1/02	RO DID NOT PROCESS VCO CALL CORRECTLY	SUPERVISOR COACHED RO	8/5/02
95315	8/1/02	RO HUNG UP	SUPERVISOR COACHED RO	8/7/02
95757	8/3/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/5/02
96041	8/4/02	NUMEROUS HANG UPS AT STS	UNABLE TO IDENTIFY RO	8/6/02
96199	8/5/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/12/02
96268	8/5/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/8/02
96277	8/5/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/17/02
96290	8/5/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/9/02
96416	8/5/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/14/02
96948	8/6/02	RO COULD NOT PROCESS PRE-PAID CARD CALL	SUPERVISOR COACHED RO	8/9/02
97198	8/7/02	UNABLE TO MAKE LD CALLS	CARRIER LIST UPDATED	8/7/02
97301	8/7/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/7/02
97430	8/7/02	RO TOOK TOO LONG TO PROCESS HCO CALL	SUPERVISOR COACHED RO	8/12/02
97431	8/7/02	RO HUNG UP	SUPERVISOR COACHED RO	8/20/02
97745	37476	RO WAS RUDE	SUPERVISOR COACHED RO	8/14/02

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Log #	Date	Description of Issue	Description of Resolution	Date
97769	8/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/27/02
97782	8/8/02	UNABLE TO MAKE LD CALLS VIA CELL PHONE	CELL PROVIDER HAS NO AGREEMENT WITH MCI	8/8/02
97805	8/8/02	PROFILE NOT WORKING	TEMPORARY TECHNICAL ISSUE	8/9/02
97842	8/8/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/8/02
97908	8/9/02	STS RINGS FAST-BUSY	APPARENT LEC ISSUE; RESOLVED	8/9/02
98092	8/9/02	RO DID NOT PROVIDE CLOSING REMARKS	SUPERVISOR COACHED RO	8/30/02
98195	8/9/02	UNABLE TO MAKE LD CALLS VIA CELL PHONE	CELL PROVIDER HAS NO AGREEMENT WITH MCI	8/9/02
98288	8/10/02	RO DELAYED DIALING OUT	SUPERVISOR COACHED RO	8/27/02
98310	8/10/02	RO DID NOT CLEARLY DESCRIBE PROCEDURES	UNABLE TO IDENTIFY RO	8/14/02
98350	8/10/02	RO DID NOT ANNOUNCE RELAY	SUPERVISOR COACHED RO	8/16/02
98420	8/11/02	TTY USER CANNOT RECEIVE CRS CALLS	CUSTOMER DECLINED TO PROVIDE ADD'L INFO	8/11/02
98612	8/12/02	CUSTOMER SERVICE RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/19/02
98628	8/12/02	RO DID NOT UNDERSTAND CUSTOMER'S REQUEST	SUPERVISOR COACHED RO	8/13/02
98648	8/12/02	RO TYPING SPEED	SUPERVISOR COACHED RO	8/14/02
98654	8/12/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/13/02
99119	8/13/02	RO DIALED WRONG NUMBER	SUPERVISOR COACHED RO	8/21/02

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Log #	Date	Description of Issue	Description of Resolution	Date
99535	8/14/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/27/02
99666	8/14/02	RO SAID, "GOD YOU'RE ANNOYING"	SUPERVISOR COACHED RO	8/15/02
99725	8/14/02	RO COULD NOT PROCESS CALL	SUPERVISOR COACHED RO	8/14/02
99995	8/15/02	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	8/16/02
100033	8/15/02	UNABLE TO MAKE LD CALLS VIA CELL PHONE	CELL PROVIDER HAS NO AGREEMENT WITH MCI	8/15/02
100187	8/16/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/16/02
100300	8/16/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/21/02
100438	8/17/02	RO TYPED BACKGROUND NOISES	SUPERVISOR COACHED RO	8/20/02
100511	8/17/02	RO HUNG UP	UNABLE TO IDENTIFY RO	8/18/02
100542	8/17/02	RO DID NOT ASK FOR SPECIFIC PERSON	SUPERVISOR COACHED RO	8/23/02
100547	8/17/02	RO DIALED WRONG NUMBER	SUPERVISOR COACHED RO	8/20/02
100625	8/17/02	RO DID NOT PROPERLY PROCESS STS CALL	SUPERVISOR COACHED RO	8/17/02
100639	8/18/02	CA HUNG UP	SUPERVISOR COACHED CA	8/21/02
100681	8/18/02	CA COULD NOT ACCESS STS PROFILE	SUPERVISOR COACHED CA	8/21/02
100717	8/18/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	8/19/02
101015	8/19/02	RO WOULD NOT HOLD	UNABLE TO IDENTIFY RO	8/22/02

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Log #	Date	Description of Issue	Description of Resolution	Date
101103	8/19/02	CA HUNG UP	SUPERVISOR COACHED CA	8/22/02
101114	8/19/02	CA HUNG UP	UNABLE TO IDENTIFY RO	8/22/02
101127	8/19/02	CA DID NOT HANDLE STS CALL CORRECTLY	SUPERVISOR COACHED CA	8/19/02
101132	8/19/02	RO DID NOT LEAVE MSG ON ANS MACH	SUPERVISOR COACHED RO	8/21/02
101133	8/19/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	8/20/02
101212	8/20/02	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	8/22/02
101225	8/20/02	WYNDTELL CUSTOMER ACCESS ISSUE	PROFILE UPDATED	8/27/02
101423	8/20/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/20/02
101527	8/20/02	CA HUNG UP	SUPERVISOR COACHED CA	8/20/02
101624	8/21/02	WYNDTELL CUSTOMER ACCESS ISSUE	PROFILE UPDATED	8/27/02
101777	8/21/02	PROFILE NOT WORKING	PROFILE UPDATED	8/22/02
101933	8/22/02	PROFILE NOT WORKING	PROFILE UPDATED	8/22/02
101968	8/22/02	RO COULD NOT RETREIVE VOICE MAIL	SUPERVISOR COACHED RO	8/27/02
102111	8/22/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	8/22/02
102113	8/22/02	CA HUNG UP	SUPERVISOR COACHED CA	8/22/02
102113	8/22/02	CA HUNG UP	SUPERVISOR COACHED CA	9/5/02

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Log #	Date	Description of Issue	Description of Resolution	Date
102139	8/22/02	PEOPLE CANNOT HEAR CUSTOMER	TECHNICIANS UNABLE TO DUPLICATE	8/29/02
102140	8/22/02	CA's ARE HANGING UP	UNABLE TO IDENTIFY CA	8/22/02
102273	8/23/02	CUSTOMER SERVICE RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/23/02
102354	8/23/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/26/02
102370	8/23/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	8/23/02
102410	8/23/02	CA HUNG UP	UNABLE TO IDENTIFY CA	8/30/02
102412	8/23/02	CA COULD NOT BRING UP PROFILE	SUPERVISOR COACHED RO	8/23/02
102697	8/25/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	8/25/02
102702	8/26/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/26/02
102958	8/26/02	UNABLE TO PLACE CALL	SUPERVISOR ASSISTED IN PLACING CALL	8/26/02
102965	8/26/02	RO COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED RO	8/26/02
103128	8/27/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	8/26/02
103176	8/27/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/27/02
103210	8/27/02	RO ANNOUNCED RELAY	SUPERVISOR COACHED RO	8/27/02
103417	8/27/02	RO HUNG UP	SUPERVISOR COACHED RO	8/28/02
103418	8/27/02	CA HUNG UP	SUPERVISOR COACHED CA	8/27/02

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Log #	Date	Description of Issue	Description of Resolution	Date
103550	8/28/02	CA HUNG UP	SUPERVISOR COACHED CA	8/28/02
103632	8/28/02	RO DID NOT FOLLOW 2LVCO PROCEDURE	SUPERVISOR COACHED RO	8/28/02
103755	8/28/02	RO WAS RUDE	SUPERVISOR COACHED RO	8/28/02
103756	8/28/02	RO DID NOT GIVE INFO TO IN-CALL REPLACEMENT	UNABLE TO IDENTIFY RO	8/28/02
103783	8/28/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	8/28/02
103785	8/28/02	RO KEPT TYPING "HOLD"	SUPERVISOR COACHED RO	8/28/02
103787	8/28/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/30/02
103898	8/29/02	CA WAS RUDE	SUPERVISOR COACHED CA	8/30/02
103994	8/29/02	RO DID NOT SEND "GA"	SUPERVISOR COACHED RO	8/30/02
104119	8/29/02	RO DID NOT LEAVE PROPER MSG ON ANS MACH	SUPERVISOR COACHED RO	8/29/02
104126	8/29/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	8/29/02
104128	8/29/02	CA HUNG UP	SUPERVISOR COACHED CA	8/30/02
104138	8/30/02	RO KEPT TYPING TOO FAST	SUPERVISOR COACHED RO	9/1/02
104306	8/30/02	CA SPOKE TOO FAST	SUPERVISOR COACHED CA	9/1/02
104411	8/30/02	RO DID NOT REPEAT CONVERSATION	SUPERVISOR COACHED RO	9/1/02
104423	8/30/02	RO TRANSFERRED CALLER TO CUST SERV	SUPERVISOR COACHED RO	9/1/02

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Log #	Date	Description of Issue	Description of Resolution	Date
104497	8/31/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/31/02

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Log #	Date	Description of Issue	Description of Resolution	Date
104653	9/1/02	CA IS NOT PROFICIENT IN STS CALL HANDLING	SUPERVISOR COACHED CA	9/9/02
104673	9/1/02	RO DIALED THE WRONG NUMBER	SUPERVISOR COACHED RO	9/3/02
104789	9/2/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/2/02
104817	9/2/02	RO MISPRONOUNCED WORDS	SUPERVISOR COACHED RO	10/2/02
105403	9/4/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/6/02
105450	9/5/02	RO DID NOT ANNOUNCE VCO ON	SUPERVISOR COACHED RO	9/10/02
105554	9/5/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/02
105750	9/6/02	LINE DISCONNECT	UNABLE TO IDENTIFY RO OR CONSOLE	9/13/02
105909	9/6/02	RO HAD A BAD ATTITUDE ON A CALL	SUPERVISOR COACHED RO	9/8/02
105910	9/6/02	RO WOULD NOT PLACE A CALL	UNABLE TO IDENTIFY RO	9/12/02
105936	9/6/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	9/8/02
105967	9/7/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/7/02
106083	9/8/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/8/02
106153	37507	CA HUNG UP	SUPERVISOR COACHED CA	9/16/02
106154	9/8/02	CA HUNG UP	SUPERVISOR COACHED CA	9/16/02
106163	9/8/02	CA HUNG UP	SUPERVISOR COACHED CA	9/19/02

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Log #	Date	Description of Issue	Description of Resolution	Date
106176	9/8/02	CA HUNG UP	SUPERVISOR COACHED CA	9/19/02
106268	9/9/02	CRS AND C/S RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/9/02
106479	9/9/02	RO DID NOT REQUEST SPECIFIC CALLED PERSON	SUPERVISOR COACHED RO	9/13/02
106781	9/10/02	RO DID NOT PRESS REQUESTED DTMF TONES	SUPERVISOR COACHED RO	9/16/02
106835	9/10/02	RO VOICE CLARITY (GENERAL COMPLAINT)	UNABLE TO IDENTIFY RO	9/12/02
107167	9/11/02	RO DID NOT ASSIST NEW CRS USER	SUPERVISOR COACHED RO	9/13/02
107192	9/11/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/11/02
107259	9/12/02	RO DID NOT ANSWER 711 CALL IN BAUDOT	UNABLE TO IDENTIFY RO	9/19/02
107302	9/12/02	RO DID NOT FOLLOW "DNA" INSTRUCTIONS	SUPERVISOR COACHED RO	10/2/02
107670	9/13/02	CA HUNG UP	SUPERVISOR COACHED CA	9/13/02
107742	9/13/02	CA HUNG UP	SUPERVISOR COACHED CA	9/13/02
107743	9/13/02	CA HUNG UP	SUPERVISOR COACHED CA	9/13/02
107751	9/13/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/29/02
107787	9/13/02	CA HUNG UP	SUPERVISOR COACHED CA	9/18/02
107912	9/14/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/20/02
108049	9/15/02	CA HUNG UP	SUPERVISOR COACHED CA	9/15/02

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Log #	Date	Description of Issue	Description of Resolution	Date
108057	9/15/02	CA HUNG UP	SUPERVISOR COACHED CA	9/26/02
108058	9/15/02	RO TYPED TO AN HCO USER	UNABLE TO IDENTIFY RO	9/16/02
108059	9/16/02	RO TYPED TO AN HCO USER	SUPERVISOR COACHED RO	9/15/02
108192	9/16/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	9/16/02
108353	9/16/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	9/18/02
108354	9/16/02	CA HUNG UP	SUPERVISOR COACHED CA	9/16/02
108358	9/16/02	RO MADE RUDE COMMENTS	UNABLE TO IDENTIFY RO	9/25/02
108364	9/16/02	CA HUNG UP	SUPERVISOR COACHED CA	9/16/02
108387	9/16/02	CA HUNG UP	SUPERVISOR COACHED CA	10/2/02
108814	9/18/02	RO HUNG UP	SUPERVISOR COACHED RO	9/26/02
109013	9/18/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	12/9/02
109031	9/18/02	CA HUNG UP	SUPERVISOR COACHED CA	9/18/02
109139	9/19/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	9/26/02
109140	9/19/02	CUSTOMER HAD TO REPEAT TERM NUMBER	SUPERVISOR COACHED RO	9/19/02
109626	9/20/02	RO DID NOT FOLLOW INSTRUCTIONS, TYPED ENTIRE MESSAGE	SUPERVISOR COACHED RO	9/23/02
109663	9/20/02	RO DIALED THE WRONG NUMBER	SUPERVISOR COACHED RO	9/26/02

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Log #	Date	Description of Issue	Description of Resolution	Date
109751	9/21/02	STS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/21/02
109794	9/21/02	RO COULD NOT RETRIEVE VOICE MESSAGES	SUPERVISOR COACHED RO	9/25/02
109797	9/21/02	RO ERASED VOICE MESSAGES	UNABLE TO IDENTIFY RO	9/25/02
110312	9/23/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/26/02
110330	9/23/02	CA HUNG UP	SUPERVISOR COACHED CA	9/27/02
110712	9/24/02	RO WAS INATTENTIVE ON A CALL	SUPERVISOR COACHED RO	9/24/02
110817	9/25/02	RECEIVED BAUDOT TONES ON VOICE LINE	CALLER PROFILE REVISED TO VOICE	9/26/02
110924	9/25/02	RO DID NOT TYPE CONVERSATION	SUPERVISOR COACHED RO	9/25/02
111314	9/26/02	RO DID NOT FOLLOW INSTRUCTIONS TO ERASE VOICE MESSAGES	SUPERVISOR COACHED RO	9/26/02
111352	9/26/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	11/21/02
111355	9/26/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	9/27/02
111544	9/27/02	LINE DISCONNECT	TECHNICIANS UNABLE TO DUPLICATE	9/27/02
111554	9/27/02	RO DID NOT PROVIDE TONE OF VOICE	SUPERVISOR COACHED RO	9/30/02
111598	9/27/02	LINE DISCONNECTS WHEN RECEIVING VOICE CALL	TECHNICIANS UNABLE TO DUPLICATE	9/27/02
111605	9/27/02	UNABLE TO PLACE LONG DISTANCE CALL	TECHNICIANS UNABLE TO DUPLICATE	9/27/02
111685	9/28/02	RO WOULD NOT PLACE SECOND CALL	UNABLE TO IDENTIFY RO	9/28/02

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Log #	Date	Description of Issue	Description of Resolution	Date
111692	9/28/02	RO DID NOT PROVIDE TONE OF VOICE	SUPERVISOR COACHED RO	9/30/02
111721	9/28/02	RO DIALED THE WRONG NUMBER	SUPERVISOR COACHED RO	9/28/02
111724	9/28/02	RO WOULD NOT PLACE A SECOND CALL	UNABLE TO IDENTIFY RO	9/28/02
111729	9/28/02	RO TYPING SPEED	SUPERVISOR COACHED RO	10/1/02
111731	9/28/02	UNINTELLIGIBLE MSG LEFT ON ANS MACHINE	SUPERVISOR COACHED RO	9/28/02
111828	9/29/02	RO DID NOT FOLLOW INSTRUCTIONS FOR HANDLING CALL IF SPECIFIC PERSON ANSWERS	SUPERVISOR COACHED RO	9/29/02
111847	9/29/02	RO DID NOT FOLLOW PROFILE	UNABLE TO IDENTIFY RO	9/29/02
111849	9/29/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	9/29/02
111859	9/29/02	RO USED PROFANE LANGUAGE	UNABLE TO IDENTIFY RO	9/29/02
111917	9/30/02	RO DID NOT LEAVE MESSAGE ON ANS MACH	SUPERVISOR COACHED RO	10/4/02
111951	9/30/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/30/02
112060	9/30/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	10/4/02
112153	9/30/02	RO REQUESTED NUMBER FROM TERM	SUPERVISOR COACHED RO	9/30/02
112164	9/30/02	CA HUNG UP	SUPERVISOR COACHED CA	9/30/02

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October 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
113633	10/5/02	RO HUNG UP (CALL ORIG FROM CORRECTIONAL FACILITY AND WAS TIMED-OUT)	CUSTOMER EDUCATED	10/5/02
114063	10/7/02	RO WAS INATTENTIVE TO PROFILE	SUPERVISOR COACHED RO	10/8/02
114097	10/7/02	RO HUNG UP	SUPERVISOR COACHED RO	10/7/02
114150	10/8/02	RO DID NOT KEEP VOICE PERSON ON LINE	SUPERVISOR COACHED RO	10/14/02
114637	10/9/02	CA HUNG UP	SUPERVISOR COACHED CA	10/9/02
114642	10/9/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/10/02
114887	10/10/02	TERM NUMBER FAST BUSY	TESTED NUMBER; NUMBER WORKED	10/11/02
115107	10/10/02	UNABLE TO DIAL TERM NUMBER	TECHNICIANS UNABLE TO DUPLICATE	10/10/02
115508	10/11/02	RO WAS INATTENTIVE RETRIEVING VOICE MAIL	RO NUMBER NOT PROVIDED	10/11/02
115626	10/12/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/22/02
115678	10/13/02	RO WAS SLOW IN RESPONDING	SUPERVISOR COACHED RO	10/31/02
115759	10/13/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/13/02
116093	10/14/02	RO DID NOT FOLLOW INSTRUCTIONS TO HIT THE SPACE BAR AFTER EACH "GA"	SUPERVISOR COACHED RO	10/14/02
116462	10/15/02	RO WAS INATTENTIVE IN CONFIRMING INFO	SUPERVISOR COACHED RO	10/22/02
116600	10/16/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	10/16/02
116861	10/17/02	NO ANSWER AT CRS	TECHNICIANS UNABLE TO DUPLICATE	10/17/02

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Log #	Date	Description of Issue	Description of Resolution	Date
117256	10/18/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	10/18/02
117568	10/19/02	VCO GARBLING AFTER POWER OUTAGE	RESOLVED WITH TROUBLESHOOTING CUSTOMER EQUIPMENT	10/19/02
118081	10/21/02	RO HUNG UP	UNABLE TO IDENTIFY RO	10/21/02
118196	10/21/02	RO HUNG UP	SUPERVISOR COACHED RO	10/21/02
118562	10/22/02	RO DIDN'T PROVIDE EFFECTIVE COMMUNICATION; DIALED THE WRONG NUMBER	SUPERVISOR COACHED RO	10/23/02
118811	10/23/02	RO HUNG UP	UNABLE TO IDENTIFY RO	10/23/02
119032	10/24/02	STS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/24/02
119348	10/25/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/25/02
119504	10/25/02	RO WAS INATTENTIVE; DENIED CUSTOMER EFFECTIVE COMMUNICATION	SUPERVISOR COACHED RO	10/29/02
119597	10/25/02	RO HUNG UP	SUPERVISOR COACHED RO	10/29/02
120057	10/28/02	RO HUNG UP	SUPERVISOR COACHED RO	10/30/02
120497	10/29/02	RO DID NOT FOLLOW VOICE MAIL INSTRUCTIONS	SUPERVISOR COACHED RO	10/29/02
120679	10/29/02	RO DID NOT PROVIDE ID	SUPERVISOR COACHED RO	10/29/02
120680	10/29/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	10/29/02
121096	10/31/02	RO HUNG UP	SUPERVISOR COACHED RO	10/31/02
121128	10/31/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	10/31/02

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Log #	Date	Description of Issue	Description of Resolution	Date
121137	10/31/02	RO DID NOT FOLLOW INSTRUCTIONS TO LEAVE MESSAGE	UNABLE TO IDENTIFY RO	10/31/02
121229	10/31/02	CA DID NOT FOLLOW INSTRUCTIONS FOR DIALING DIRECTORY ASSISTANCE	SUPERVISOR COACHED CA	11/1/02
121247	10/31/02	CA HUNG UP	UNABLE TO IDENTIFY CA	11/1/02
121345	10/31/02	RO SENT TTY TONES TO AN STS CUSTOMER DIALING 711	SUPERVISOR COACHED RO	11/1/02
121356	10/31/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	10/31/02

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Log #	Date	Description of Issue	Description of Resolution	Date
121451	11/1/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/1/02
121646	11/1/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	12/2/02
121710	11/1/02	RO INCORRECTLY TOLD CUSTOMER CALLED PARTY HUNG UP	SUPERVISOR COACHED RO	11/12/02
121734	11/1/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	11/1/02
121934	11/2/02	CA HUNG UP	BDR SHOWS CUSTOMER HUNG UP	11/12/02
122028	11/3/02	UNABLE TO PROCESS CoC LONG DISTANCE CALL	TEMPORARY TECHNICAL ISSUE; RESOLVED	11/7/02
122065	11/3/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	12/2/02
122066	11/3/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	12/2/02
122260	11/4/02	RO DID NOT SPELL OUT NAME AS REQUESTED	UNABLE TO IDENTIFY RO	11/4/02
122358	11/4/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	11/4/02
122362	11/4/02	RO DID NOT TRANSFER A CALL AS REQUESTED	SUPERVISOR COACHED RO	12/3/02
122372	11/4/02	RO SPOKE TOO FAST	SUPERVISOR COACHED RO	11/4/02
122376	11/4/02	RO HUNG UP	BDR SHOWS CUSTOMER HUNG UP	11/4/02
122428	11/5/02	RO HUNG UP	UNABLE TO IDENTIFY RO	11/5/02
122511	37565	RO WAS NOT ABLE TO PROCESS A CALL	SUPERVISOR COACHED RO	11/5/02
122533	11/05/02	RO DID NOT FOLLOW PROFILE - BKGD NOISES	SUPERVISOR COACHED RO	11/5/02

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Log #	Date	Description of Issue	Description of Resolution	Date
122534	11/5/02	RO DID NOT TRANSFER CALL AS REQUESTED	UNABLE TO IDENTIFY RO	11/5/02
122625	11/5/02	RO HUNG UP BEFORE STS CUSTOMER COULD INSTRUCT TO TRANSFER TO STS: 7-1-1	UNABLE TO IDENTIFY RO	11/7/02
122666	11/5/02	RO GAVE WRONG GENDER OF PARTY ON LINE	SUPERVISOR COACHED RO	11/5/02
122702	11/5/02	UNABLE TO REACH 7-1-1	REFERRED TO PBX PROVIDER	11/5/02
122763	11/5/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	11/7/02
122765	11/5/02	RO HUNG UP BEFORE NEXT OUTGOING CALL	SUPERVISOR COACHED RO	11/5/02
122966	11/6/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	11/6/02
123098	11/6/02	RO DID NOT LEAVE ID OR GENDER	SUPERVISOR COACHED RO	11/6/02
123153	11/6/02	RO TRANSPARENCY	SUPERVISOR COACHED RO	11/6/02
123329	11/7/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	11/25/02
123450	11/7/02	RO DID NOT PROVIDE CALL STATUS WHEN LEAVING MESSAGE ON ANS MACH	UNABLE TO IDENTIFY RO	11/9/02
123490	11/7/02	RO DID NOT RELAY ANS MACH VERBATIM	UNABLE TO IDENTIFY RO	11/30/02
123492	11/7/02	RO DID NOT RELAY ANS MACH VERBATIM	SUPERVISOR COACHED RO	11/11/02
123527	11/7/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	11/8/02
123582	11/8/02	RO HUNG UP	UNABLE TO IDENTIFY RO	11/12/02
123692	11/08/02	RO TRANSPARENCY	UNABLE TO IDENTIFY RO	11/12/02

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Log #	Date	Description of Issue	Description of Resolution	Date
123724	11/8/02	RO HUNG UP BEFORE END OF CALL	UNABLE TO IDENTIFY RO	11/12/02
123791	11/8/02	RO DID NOT PROVIDE ACCURATE INFO ON CALL; CUSTOMER WAS TRANSFERRED TO A TTY LINE	SUPERVISOR COACHED RO	11/8/02
123817	11/8/02	RO HUNG UP	SUPERVISOR COACHED RO	12/4/02
123904	11/8/02	RO HUNG UP	UNABLE TO IDENTIFY RO	11/8/02
124023	11/9/02	RO DID NOT FOLLOW SPECIFIC CALL REQUEST	SUPERVISOR COACHED RO	11/9/02
124024	11/9/02	RO HUNG UP	SUPERVISOR COACHED RO	11/30/02
124032	11/9/02	RO NOT FAMILIAR WITH CALLING CARD	UNABLE TO IDENTIFY RO	11/9/02
124036	11/9/02	RO DID NOT FOLLOW PROFILE - NO BKGD NOISES	SUPERVISOR COACHED RO	12/3/02
124074	11/9/02	RO HUNG UP	UNABLE TO IDENTIFY RO	11/13/02
124080	11/9/02	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	11/9/02
124089	11/9/02	RO DID NOT FOLLOW VOICEMAIL INSTRUCTIONS	SUPERVISOR COACHED RO	11/9/02
124344	11/11/02	RO INTERRUPTED STS CUSTOMER: 7-1-1	SUPERVISOR COACHED RO	11/11/02
124354	11/11/02	RO DID NOT FOLLOW VCO INSTRUCTIONS	SUPERVISOR COACHED RO	12/5/02
124363	11/11/02	RO SPOKE TOO SOFTLY	UNABLE TO IDENTIFY RO	11/11/02
124451	11/11/02	RO INAPPROPRIATE PACING	SUPERVISOR COACHED RO	11/11/02
124491	11/11/02	7-1-1 NO RINGBACK TONE	TECHNICIANS UNABLE TO DUPLICATE	11/14/02

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Log #	Date	Description of Issue	Description of Resolution	Date
124522	11/11/02	7-1-1 FAST BUSY	REFERRED TO LEC	11/23/02
124524	11/11/02	RO ANSWERED 7-1-1 BY TTY	SUPERVISOR COACHED RO	11/13/02
124980	11/12/02	ROs ARE INATTENTIVE TO PROFILE	REVIEWED PROFILES WITH ALL ROs	11/12/02
125510	11/14/02	CA DIALED THE WRONG NUMBER	SUPERVISOR COACHED CA	12/2/02
125566	11/14/02	RO IS NOT FAMILIAR WITH HCO PROCEDURE	SUPERVISOR COACHED RO	11/21/02
126355	11/16/02	RO DID NOT GIVE STS CUSTOMER ENOUGH TIME TO RESPOND: 7-1-1	SUPERVISOR COACHED RO	11/16/02
126496	11/17/02	CA ABANDONED STS CUSTOMER ON A CALL	SUPERVISOR COACHED CA	12/2/02
126542	11/17/02	UNABLE TO PROCESS CoC LONG DISTANCE CALL	TEMPORARY TECHNICAL ISSUE; RESOLVED	11/17/02
127212	11/19/02	RO WAS RUDE	SUPERVISOR COACHED RO	11/19/02
127680	11/20/02	CA COULD NOT PULL UP SPEED-DIAL LIST	TEMPORARY TECHNICAL ISSUE; RESOLVED	11/20/02
127685	11/20/02	SUPERVISOR COULD NOT PULL UP SPEED-DIAL LIST	TEMPORARY TECHNICAL ISSUE; RESOLVED	11/20/02
127723	11/20/02	UNABLE TO PROCESS CoC LONG DISTANCE CALL	TEMPORARY TECHNICAL ISSUE; RESOLVED	12/6/02
127780	11/20/02	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	11/20/02
127906	11/21/02	RO DID NOT FOLLOW INSTRUCTIONS TO WAIT FOR A LIVE REP ON IVRU CALL	SUPERVISOR COACHED RO	11/21/02
128179	11/21/02	RO DID NOT GIVE STS CUSTOMER ENOUGH TIME TO RESPOND: 7-1-1	SUPERVISOR COACHED RO	11/26/02
128189	11/21/02	CA HUNG UP	UNABLE TO IDENTIFY CA	11/26/02

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Log #	Date	Description of Issue	Description of Resolution	Date
128193	11/21/02	CA HUNG UP	SUPERVISOR COACHED CA	11/21/02
128555	11/23/02	RO TYPING ACCURACY	UNABLE TO IDENTIFY RO	11/26/02
128654	11/23/02	RO TYPING ACCURACY	SUPERVISOR COACHED CA	11/23/02
128655	11/23/02	RO COULDN'T UNDERSTAND STS CUSTOMER: 7-1-1	UNABLE TO IDENTIFY RO	11/23/02
129120	11/25/02	RO DID NOT FOLLOW INSTRUCTIONS FOR IVRU	SUPERVISOR COACHED RO	11/25/02
129357	11/25/02	RO COULD NOT RETRIEVE VOICEMAIL	SUPERVISOR COACHED RO	11/25/02
129358	11/25/02	UNIT MGR COULD NOT RETRIEVE VOICEMAIL	UNIT MGR COACHED BY MANAGEMENT	11/25/02
129371	11/25/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	12/4/02
129379	11/25/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	11/25/02
129584	11/26/02	RO TYPING ACCURACY	SUPERVISOR COACHED RO	11/27/02
129992	11/27/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	11/27/02
130443	11/29/02	FAST BUSY DIALING INTERNATIONAL CALL	TEMPORARY TECHNICAL ISSUE; RESOLVED	12/4/02

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Log #	Date	Description of Issue	Description of Resolution	Date
130891	12/1/02	RO DID NOT FOLLOW INSTRUCTIONS; RELAYED BACKGROUND SOUNDS	SUPERVISOR COACHED RO	12/4/02
130940	12/1/02	RO DID NOT KEEP CUSTOMER INFORMED OF CALL STATUS	SUPERVISOR COACHED RO	12/11/02
131262	12/2/02	RO TYPED TO HCO CUSTOMER	SUPERVISOR COACHED RO	12/4/02
131387	12/2/02	SUPERVISOR TOOK OVER CALL WITHOUT INFORMING CUSTOMER	UNIT MGR COACHED BY MANAGEMENT	12/11/02
131401	12/2/02	RO DID NOT RELAY APPROPRIATE TONE OF VOICE	SUPERVISOR COACHED RO	1/2/03
131773	12/3/02	RO DID NOT RESPOND APPROPRIATELY TO CUSTOMER	SUPERVISOR COACHED RO	12/26/02
132180	12/4/02	UNABLE TO PLACE CALL WITH PROFILED IXC	TEMPORARY TECHNICAL ISSUE; RESOLVED	12/6/02
132247	12/4/02	CA DID NOT FOLLOW CUSTOMER REQUEST FOR CA GENDER PREFERENCE	SUPERVISOR COACHED CA	12/17/02
132251	12/4/02	RO DID NOT HONOR CUSTOMER'S REQUEST FOR NO CALL MONITORING	SUPERVISOR COACHED RO	12/14/02
132294	12/4/02	UNABLE TO PLACE 800 CALLS VIA CRS	TECHNICIANS UNABLE TO DUPLICATE	12/9/02
132347	12/5/02	RO DID NOT FOLLOW VOICEMAIL INSTRUCTIONS	SUPERVISOR COACHED RO	12/6/02
132571	12/5/02	RO TYPING SPEED	SUPERVISOR COACHED RO	12/9/02
132746	12/6/02	RO TYPING SPEED	SUPERVISOR COACHED RO	12/9/02
132834	12/6/02	ROs TAKE TOO LONG TO DIAL TERM	SPECIFIC RO NUMBER NOT PROVIDED	12/6/02
132889	12/6/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/6/02
132934	12/06/02	RO DID NOT TRANSFER 7-1-1 CALL TO STS	UNABLE TO IDENTIFY RO	12/10/02

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Log #	Date	Description of Issue	Description of Resolution	Date
132960	12/6/02	RO GAVE WRONG INFORMATION TO CUSTOMER	UNABLE TO IDENTIFY RO	12/10/01
133005	12/7/02	UNABLE TO PLACE CALL WITH PROFILED CARRIER	TEMPORARY TECHNICAL ISSUE; RESOLVED	12/7/02
133120	12/7/02	RO DID NOT REDIAL PHONE NUMBER	SUPERVISOR COACHED RO	12/31/02
133164	12/7/02	RO DID NOT TRANSFER 7-1-1 CALL TO STS	SUPERVISOR COACHED RO	12/14/02
133973	12/10/02	RO DID NOT FOLLOW INSTRUCTIONS; RELAYED BACKGROUND SOUNDS	SUPERVISOR COACHED RO	12/18/02
133978	12/10/02	RO DID NOT FOLLOW INSTRUCTIONS FOR REACHING A SPECIFIC DEPARTMENT AT TERM	SUPERVISOR COACHED RO	12/10/02
134301	12/11/02	ROs DON'T WAIT LONG ENOUGH ON 7-1-1 CALLS BEFORE SWITCHING TO TTY MODE	SPECIFIC RO NUMBER NOT PROVIDED	12/13/02
134723	12/13/02	RO TYPED "SK" INSTEAD OF DIALING NUMBER	SUPERVISOR COACHED RO	12/16/02
134744	12/13/02	RO INCORRECTLY TRANSFERRED CALL TO C/S	SUPERVISOR COACHED RO	12/13/02
134745	12/13/02	RO DID NOT FOLLOW INSTRUCTIONS; RELAYED TONE OF VOICE	SUPERVISOR COACHED RO	12/31/02
134980	12/13/02	RO DID NOT KEEP CUSTOMER INFORMED OF CALL STATUS	SUPERVISOR COACHED RO	12/13/02
135113	12/14/02	RO DID NOT CONVEY TONE OF VOICE	UNABLE TO IDENTIFY RO	1/1/03
135515	12/16/02	RO HUNG UP	UNABLE TO IDENTIFY RO	12/17/02
135752	12/16/02	RO TYPED TO STS CUSTOMER	SUPERVISOR COACHED RO	12/23/02
136369	12/18/02	GARBLE	RESOLVED WITH TROUBLESHOOTING	12/19/02
136381	12/18/02	CRS RING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	12/18/02

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Log #	Date	Description of Issue	Description of Resolution	Date
136661	12/19/02	RO WAS RUDE (NO DETAILS PROVIDED)	SUPERVISOR COACHED RO	1/6/03
136770	12/20/02	CELL PHONE ECHO; CUSTOMER WILL CALL BACK IF STILL EXPERIENCING PROBLEMS	LETTER SENT TO CUSTOMER	1/13/02
136958	12/20/02	RO SPOKE RUDELY TO CUSTOMER	SUPERVISOR COACHED RO	12/25/02
137082	12/21/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	12/21/02
137573	12/23/02	RO COULD NOT RETRIEVE VOICEMAIL	SUPERVISOR COACHED RO	12/23/02
137612	12/23/02	RO TYPED TO HCO CUSTOMER	SUPERVISOR COACHED RO	1/2/03
137661	12/23/02	RO WAS RUDE (NO DETAILS PROVIDED)	UNABLE TO IDENTIFY RO	12/29/02
137942	12/25/02	UNABLE TO PLACE CALL WITH PROFILED CARRIER	TEMPORARY TECHNICAL ISSUE; RESOLVED	12/25/02
137962	12/25/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	12/25/02
138188	12/26/02	LINE DISCONNECT ON TERM END	CSR EXPLAINED THAT WHEN ORIG HANGS UP, THE CONSOLE AUTOMATICALLY DISCONNECTS	1/1/03
138263	12/26/02	RO BROKE TRANSPARENCY	RO TERMINATED	1/9/03
138510	12/27/02	RO INCORRECTLY TRANSFERRED CALL TO C/S	SUPERVISOR COACHED RO	12/27/02
138520	12/27/02	RO DID NOT FOLLOW INSTRUCTIONS FOR LEAVING A MESSAGE ON AN ANSWERING MACHINE	SUPERVISOR COACHED RO	12/27/02
138571	12/28/02	RO DID NOT FOLLOW INSTRUCTIONS FOR LEAVING VOICEMAIL MESSAGE	SUPERVISOR COACHED RO	12/31/02

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Log #	Date	Description of Issue	Description of Resolution	Date
139754	1/1/03	Unable to complete long distance calls using MCI	MCI was removed from customer's profile so calls could be made. Technical issue; resolved	1/1/03
140166	1/3/03	RO did not type accurately	Supervisor coached RO	1/15/03
140526	1/4/03	Supervisor took too long in coming to console	Unit Manager coached Supervisor	1/12/03
140572	1/4/03	RO did not follow instructions to not announce relay	Unable to identify RO; profile updated	1/7/03
140678	1/4/03	RO did not follow instructions to not type out an IVRU recording, and did not select the correct IXC for the call	Unable to identify RO; customer will send phone statement for credit if the call appears	1/7/03
140679	1/4/03	RO sent TTY tones to an STS customer dialing 711	Supervisor coached RO	1/8/03
140686	1/4/03	Supervisor was rude; took sides with the RO	RO was having difficulty retrieving voice mail and called over a supervisor to try to assist; supervisor explained to the customer the issue the RO was having	1/30/03
141381	1/7/03	RO transferred call without customer's consent	Supervisor coached RO	1/12/03
141857	1/8/03	RO did not follow customer's request to repeat the greeting announcement	Supervisor coached RO	2/3/03
142086	1/8/03	Ring no answer at relay.	Temporarily high call volume	1/8/03
142137	1/9/03	Reporting ringing no answer at relay.	Temporarily high call volume	1/9/03
142614	1/10/03	RO not familiar with procedure for setting up a call	Unable to identify RO	1/12/03
142652	1/10/03	RO did not leave a clear message on answering machine	Unable to identify RO	1/14/03
142911	1/11/03	Echo	No echo on call to customer service; technicians unable to duplicate; customer will call back if problem persists	1/11/03
143020	1/12/03	RO did not leave a clear message on answering machine	Supervisor coached RO	1/14/03
143300	1/13/03	CA misunderstood procedure for revoicing STS call at the request of either party	Supervisor coached CA	1/25/03

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Log #	Date	Description of Issue	Description of Resolution	Date
143428	1/13/03	Unable to reach CRS using 711 from office	Translation number provided; customer will work with phone administrator to program PBX	1/13/03
143456	1/13/03	VCO garble when dialing to relay	Test calls placed; calls were cut off while trying to leave a message on customer's answering machine; referred customer to equipment vendor	1/13/03
143476	1/13/03	Echo	Inquired about equipment used by customer (headset, cordless phone, motorized wheelchair); possible technical conflicts/troubleshooting procedures explained to customer	1/16/03
143614	1/14/03	RO delayed the call and deleted messages	Supervisor coached RO	1/29/03
143803	1/14/03	RO did not keep customer informed of call status	Supervisor coached RO	1/21/03
143809	1/14/03	RO did not follow instructions to get a Supervisor	Unable to identify RO	1/18/03
143820	1/14/03	Supervisor took too long in coming to console	Unit Manager coached Supervisor	1/20/03
144672	1/16/03	Unable to complete long distance calls using MCI	MCI was removed from customer's profile so calls could be made. Technical issue; resolved	1/16/03
144748	1/17/03	RO did not reply to customer's inquiry as to the new abbreviated message procedure	Supervisor coached RO	1/29/03
144919	1/17/03	Ro did not follow instructions to disregard profile about announcing relay, but to follow all other preferences; RO typed background noises	Supervisor coached RO	1/29/03
145015	1/17/03	Unable to make a long distance call using a pre-paid calling card	Test call placed using pre-paid calling card info via relay; card was processing	1/17/03
146025	1/21/03	Unable to make a long distance call using a pre-paid calling card	Test call placed using pre-paid calling card info via relay; card was processing	1/22/03
146148	1/22/03	RO hung up on customer; customer was TTY term; term typed "GA," and RO sent closing macro	Supervisor coached RO	1/28/03
146301	1/22/03	RO was "vindictive and delayed information"	Supervisor coached RO	1/20/03
146302	1/22/03	RO sent TTY tones to an STS customer dialing 711	Customer's profile was updated for STS; test calls made; problem resolved	1/23/03

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Log #	Date	Description of Issue	Description of Resolution	Date
146473	01/22/03	VCO garbling	Reviewed troubleshooting techniques; garble was not corrected; customer's equipment is 12 years old; customer referred to CTAP	1/23/03
146519	1/23/03	Unable to reach CRS using 711 from home or office	NPA 707 not configured properly for 711; PacBell contacted; issue resolved	1/23/03
146927	1/24/03	RO did not follow instructions to abbreviate message	Supervisor coached RO	1/24/03
147094	1/24/03	STS ring, no answer	Temporarily high call volume	1/24/03
147157	1/24/03	RO hung up	Unable to identify RO	1/28/03
147259	1/25/03	RO did not follow instructions to not type IVRU menu options	Supervisor coached RO	1/31/03
147923	1/28/03	RO had difficulty understanding instructions	Supervisor coached RO	2/3/03
148082	1/28/03	Static on line	Test calls placed; unable to duplicate; customer referred to LEC	2/8/03
148087	1/28/03	RO dialed wrong number on a long distance call	Supervisor coached RO; customer will send phone statement for credit if the call appears	2/7/03
148821	1/29/03	CRS ring, no answer	Temporarily high call volume	1/29/03
148892	1/29/03	VCO term experiencing frequent line disconnect	Customer given information to work with the hearing orig for troubleshooting; customer reported back that the problem was resolved	2/12/03
148895	1/29/03	STS CAs need to stop guessing what customers say	Unable to identify RO	2/4/03
148912	1/29/03	VCO user unable to receive CRS calls from family	Customer had a helper fix her TTY; resolved	2/11/03
149268	1/30/03	VCO Customer wants operators to speak louder when he recieves a call	VCO procedure explained to customer	1/30/03
149293	1/30/03	Echo	MCI has replaced customer's equipment, had his lines checked and reset all echo cancellers; customer's issue is sporadic and inconsistent	1/30/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
149304	1/30/03	Unable to make a long distance call using a pre-paid calling card	Card had no valid minutes remaining	2/5/03
149403	1/31/03	RO did not follow instructions not to type background noises	Supervisor coached RO	2/4/03
149601	1/31/03	Service concern: no ring no answer STS.	Temporarily high call volume	2/3/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
149770	2/1/03	RO inaccurately typed "11:45" instead of "12:45"	Supervisor coached RO	2/5/03
150081	2/3/03	RO did not follow instruction or profile	Supervisor coached RO	2/7/03
150151	2/3/03	RO hung up	Supervisor coached RO	2/3/03
150272	2/3/03	STS customer reported echo on one of her two phone lines	Customer called back to say that her helper assisted in resolving an equipment issue that caused the echo	2/17/03
150663	2/4/03	ROs do not follow profile for no tone of voice, no bkgd noises, abbreviated auto messages, etc.; customer did not have RO #s, times of calls, or term numbers	Unable to identify specific RO	2/4/03
150723	2/4/03	RO was unprofessional; voice was irritable and rude, talked too fast, and had too many errors	Supervisor coached RO	2/10/03
150892	2/5/03	Message on text answering machine was garbled (time showed as 120 xxx :0 00)	Supervisor coached RO	2/28/03
151110	2/5/03	RO answered first 7-1-1 call with TTY tones; customer hung up, dialed again and RO answered by voice but did not provide ID number, then transferred call to STS	Supervisor coached RO	2/19/03
151467	2/6/03	CRS ring, no answer	Temporarily high call volume	2/6/03
153048	2/11/03	ROs do not follow profile for no tone of voice, no bkgd noises	Unable to identify specific RO; refresher training provided to all ROs	2/15/03
153052	2/11/03	RO was inattentive; customer had to repeat the term number	Supervisor coached RO	2/24/03
153240	2/12/03	CRS ring, no answer	Temporarily high call volume	2/12/03
153320	2/12/03	Customer reported RO for "retaliation, intentionally delaying communication, and for failing to provide effective communication in a readily achievable concept manner"	Supervisor coached RO	2/20/03
153339	2/12/03	RO did not follow IVRU instructions to talk with a live rep at a bank; call was transferred to wrong department.	Supervisor coached RO	2/20/03
153400	2/12/03	RO did not follow profile for no tone of voice, no bkgd noises	Supervisor coached RO	2/24/03
153429	2/12/03	RO interrupted while customer was preparing to provide term number	Supervisor coached RO	2/12/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
153925	2/13/03	RO interrupted while customer was preparing to provide term number (customer stated that he is a slow typist)	Supervisor coached RO	2/19/03
154046	2/14/03	RO did not dial term number; hung up	Supervisor coached RO	3/4/03
154132	2/14/03	CA could not understand STS customer	Supervisor coached CA	2/15/03
154278	2/14/03	RO hung up while placing a call	Supervisor coached RO	3/4/03
154441	2/15/03	RO was inattentive to customer's request to override IVRU profile preference for abbreviated message	Supervisor coached RO	2/17/03
154444	2/15/03	Voice customer missed what was relayed from a TTY user and asked RO to repeat; RO would not repeat	Supervisor coached RO	3/1/03
154546	2/16/03	CA would not re-voice for STS customer and hung up; customer had called from a payphone, but didn't have the orig number	Supervisor coached CA	3/4/03
154616	2/16/03	CA could not understand STS customer	Supervisor coached CA	3/11/03
154622	2/17/03	RO did not keep customer informed of steps RO was taking to retrieve voicemail; RO unable to retrieve messages	Supervisor coached RO; technical issue with voicemail system; C/S assisted customer, but with difficulty	2/26/03
155267	2/18/03	Garble	Troubleshooting techniques provided; resolved	2/18/03
155416	2/19/03	CA hung up on STS customer when calling directory assistance and before customer could write the phone number	C/S assisted customer; Unable to identify CA after extensive BDR search	3/4/03
155675	2/19/03	RO did not announce his ID number clearly	Supervisor coached RO	2/28/03
155689	2/19/03	RO did not follow detailed recording from answering machine	Supervisor coached RO	2/26/03
155771	2/19/03	CRS ring, no answer	Temporarily high call volume	2/19/03
156205	2/20/03	RO hung up	Unable to identify RO after extensive BDR search	2/25/03
156441	2/21/03	RO would not dial requested number; transferred call to Customer Service	Unable to identify RO after extensive BDR search	2/25/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
156569	2/22/03	Customer has reason to believe that RO did not type conversation verbatim because husband sounded confused during conversation	Supervisor coached RO	3/5/03
156787	2/23/03	RO refused to retrieve voicemail messages, failed to provide RO number, and was arrogant	Unable to identify RO after extensive BDR search	2/25/03
156790	2/23/03	RO did not follow instructions for retrieving messages	Supervisor coached RO	2/24/03
157039	2/24/03	RO did not speak loudly enough to be heard	Supervisor coached RO	3/4/03
157166	2/25/03	RO did not follow instructions for checking voicemail	Supervisor coached RO	3/3/03
157360	2/25/03	RO was impatient and used a "short" tone of voice	Supervisor coached RO	2/28/03
157486	02/25/03	Delays in connecting when dialing 7-1-1	Temporarily high call volume	2/25/03
157550	2/25/03	Unable to make a call to a blocked term number	Dialing instructions provided to customer; customer was able to complete call	2/27/03
157631	2/26/03	RO did not follow instructions for selecting IVRU menu option	Supervisor coached RO	3/4/03
157727	2/26/03	CRS ring, no answer	Temporarily high call volume	2/26/03
158440	2/28/03	CA could not understand STS customer	Unable to identify CA after extensive BDR search	3/3/03

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2003

Log #	Date	Description of Issue	Description of Resolution	Date
158618	3/1/03	CA did not follow proper revoicing procedures	Supervisor coached CA	3/4/03
158619	3/1/03	RO voiced an obscenity at customer	RO no longer employed	3/4/03
159316	3/3/03	RO s do not follow instructions at beginning of call	Specific RO number not provided	3/3/03
159379	3/4/03	All male STS CAs are rude	Specific CA number not provided	3/4/03
159778	3/4/03	RO hung up on voice TERM	Unable to identify RO	3/11/03
159821	3/4/03	RO was inattentive; customer had to continously repeat	Supervisor coached RO	3/5/03
159904	3/5/03	RO did not follow instructions to give a message to a live person; left message on answering machine	Supervisor coached RO	3/10/03
160140	3/5/03	RO transferred call to C/S instead of to a gender-specific RO	Supervisor coached RO	3/11/03
160270	3/6/03	RO did not follow instructions to dial information	Supervisor coached RO	3/12/03
160392	3/6/03	RO did not enter correct TERM area code	Supervisor coached RO	3/10/03
160940	3/7/03	RO hung up on customer after giving TERM number	Supervisor coached RO	3/21/03
161063	3/8/03	RO hung up instead of transferring to C/S	Supervisor coached RO	3/21/03
161135	3/8/03	RO unable to retrieve voicemail messages	Supervisor coached RO	3/12/03
161365	3/10/03	CRS ring, no answer	Temporary high call volume	3/10/03
161388	3/10/03	RO put customer on hold then hung up	Supervisor coached RO	3/21/03
161465	3/10/03	RO did not keep customer informed of call hold status	Supervisor coached RO	3/18/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
161493	3/10/03	CA do not use techniques to understand STS user	Supervisor coached CA	3/12/03
161634	3/10/03	RO did not leave complete call-back number	Supervisor coached RO	3/14/03
161669	3/10/03	RO hung up without offering to place another call	Supervisor coached RO	3/11/03
161731	3/10/03	RO answered 7-1-1 call by TTY before voice	RO coached.	3/18/03
161741	3/11/03	TRO unable to dial TERM number	Technicians unable to duplicate	3/16/03
161795	3/11/03	RO did not follow instructions for verbatim vs ASL	Unable to identify RO	3/11/03
161963	3/11/03	RO was rude; did not offer to place another call	Supervisor coached RO	3/21/03
162096	3/11/03	RO answered customer question in rude tone of voice	Unable to identify RO	3/11/03
162114	3/11/03	Customer could hear background noises	Supervisor coached CA	3/26/03
162308	3/12/03	RO hung up; no additional information provided	Supervisor coached RO	3/26/03
162351	3/12/03	RO did not speak clearly or loudly enough	Supervisor coached RO	3/20/03
162430	3/12/03	Too many CA changes in one call	Unable to identify CAs	3/12/03
162679	3/13/03	RO told the customer to shut up	Supervisor coached RO	3/26/03
162742	3/13/03	RO hung up when customer tried to change TERM number	Supervisor coached RO	3/18/03
163367	3/15/03	RO did not follow instructions, denying the customer "effective communications"	Supervisor coached RO	3/26/03
163384	3/15/03	7-1-1 ring, no answer	Temporary high call volume	3/15/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
164396	3/19/03	STS ring, no answer	Temporary high call volume	3/19/03
164699	3/19/03	RO hung up in the middle of conversation	Unable to identify RO	3/19/03
164912	3/20/03	RO would not dial TERM number	Supervisor coached RO	4/1/03
165288	3/21/03	RO did not send "GA"; long delays; did not respond	Unable to identify RO	3/21/03
165330	3/21/03	RO had difficulty translating ASL to spoken English	Supervisor coached RO	3/27/03
165362	03/21/03	RO hung up after typing "PLS HD"	Supervisor coached RO	3/31/03
165572	3/22/03	CA accidentally terminated call while trying to reset the line due echo	Supervisor coached CA	3/22/03
165724	3/23/03	CRS ring, no answer	Temporary high call volume	3/23/03
165960	3/24/03	RO did not follow instructions for not giving ANI to TERM	Explained Caller ID; referred customer to LEC	4/7/03
166894	3/26/03	RO responded to question in rude tone of voice	Supervisor coached RO	3/28/03
167003	3/26/03	Unable to reach 7-1-1 from office	Referred to company's communications administrator	3/26/03
167014	3/26/03	CRS ring, no answer	Temporarily high call volume	3/26/03
167029	3/26/03	RO hung up when placing a call	Supervisor coached RO	4/4/03
167366	3/27/03	RO failed to leave message on answering machine	Supervisor coached RO	3/31/03
167445	3/27/03	RO did not follow instructions to verify number dialed	Supervisor coached RO	3/28/03
167481	3/27/03	RO did not honor request to not monitor his call or know how to retrieve his messages	Supervisor coached RO	4/1/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
167650	3/28/03	RO retrieved wrong voicemail messages	Supervisor coached RO	3/29/03
168086	3/29/03	Customer reports echo on about 5% of calls	Caller uses speakerphone near a lot of electronic equipment; gave suggestions to minimize the interference	3/29/03
168199	3/30/03	CRS ring, no answer	Temporary high call volume	3/30/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
168867	4/1/03	RO did not follow instructions	RO coached on importance of following instructions	4/23/03
169069	4/1/03	RO left number (800-350-,900) on answering machine	C/S processed call for customer; RO coached on accuracy	4/14/03
169422	4/2/03	RO gave customer "a hard time" (details not provided)	RO coached on sensitivity to customers	4/4/03
169723	4/3/03	RO did not follow instructions for handling IVRU call	RO coached on importance of following instructions	4/11/03
169767	4/3/03	RO did not use inflection on answering machine message	RO coached on inflection and tone of voice skills	4/4/03
169917	4/3/03	RO did not follow profile	RO coached on importance of following profiles	4/10/03
169940	4/3/03	STS ring, no answer	Temporarily high call volume	4/3/03
170085	4/3/03	Spanish ring, no answer	Temporarily high call volume	4/3/03
170141	4/4/03	RO made a lot of spelling errors	RO coached on importance of accurate spelling	4/4/03
170282	4/4/03	RO did not follow instructions to abbreviate while retrieving answering machine message	RO coached on importance of following instructions	4/8/03
170346	4/4/03	VCO user receives TTY tones from ROs on 7-1-1 calls	Specific RO number(s) not provided	4/4/03
170358	4/4/03	RO did not follow instructions to relay specific information from IVRU call	RO coached on importance of following instructions	4/10/03
170508	4/4/03	CRS ring, no answer	Temporarily high call volume	4/4/03
170519	4/5/03	RO terminated call prematurely	RO coached on procedure for terminating calls	4/15/03
170724	4/5/03	RO did not follow instructions to not announce relay	Unable to identify RO after extensive BDR search	4/14/03
170927	4/6/03	RO did not follow profile and verbal instructions	RO coached on importance of following profiles and instructions; RO placed on improvement plan.	4/14/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
170938	4/6/03	Spanish ring, no answer	Temporarily high call volume	4/6/03
171401	4/8/03	RO did not follow instructions for handling IVRU call	RO coached on importance of following instructions	4/10/03
171787	4/8/03	Calls are not transferring to Operator Services	Technicians unable to duplicate	4/15/03
172263	4/9/03	RO did not keep customer informed of call status	RO coached on importance of keeping customer informed	4/14/03
172292	4/9/03	VCO user received TTY tones from ROs on 7-1-1 call	Insufficient information given by customer to troubleshoot	4/9/03
172461	4/10/03	CRS ring, no answer	Temporarily high call volume	4/10/03
172781	4/10/03	Unable to reach regionally restricted number	Alternate number provided	4/10/03
172800	4/11/03	RO hung up on STS customer calling using 7-1-1	RO coached on recognizing STS calls on 7-1-1	4/14/03
173058	4/11/03	RO asked TERM if a TTY user was available, then hung up without waiting for a response	RO coached on procedure for handling calls to TTY TERM that are answered first by voice	4/28/03
173067	4/11/03	CA could not understand STS user	CA coached on effective listening skills	4/25/03
173201	4/11/03	RO sent "VCO on" and customer did not request VCO	VCO profile was removed at customer's request	4/11/03
173474	4/13/03	RO transferred customer to Customer Service	RO coached on proper procedures for handling calls and transferring to Customer Service	4/21/03
173486	4/13/03	RO is argumentative and rude	RO was coached on interacting appropriately with customers	4/13/03
173655	4/14/03	CRS ring, no answer	Temporarily high call volume	4/14/03
173758	4/14/03	RO coughed in customer's ear; hung up	RO coached on appropriate behavior and how to handle similar situations in the future	4/28/03
173803	4/14/03	RO was inattentive in leaving an answering machine message	RO coached on procedures for processing calls to answering machines	4/23/03

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2003

Log #	Date	Description of Issue	Description of Resolution	Date
174008	4/14/03	Unable to reach CRS using 7-1-1 from Wasco area	Referred to local telephone company for switch configuration	4/29/03
174137	4/14/03	RO dialed Customer Service instead of transferring STS customer	Unable to identify RO after extensive BDR search	4/21/03
174387	4/15/03	RO was rude; did not honor customer's request for a supervisor	RO coached on importance of following instructions and put on an improvement plan	4/23/03
174442	4/15/03	Unable to process call using AT&T calling card	Network issue identified and resolved	4/28/03
174949	4/16/03	RO talked to fast and would not repeat information	RO coached on procedure for handling customer requests	4/23/03
174950	4/16/03	RO would not respond to customer's questions	RO coached on difference between relay and operator modes	4/21/03
175276	4/17/03	Unable to dial "0" using 7-1-1	Customer was to call back and provide additional information; never called	5/3/03
175331	04/17/03	RO did not keep customer informed of call status	Unable to identify RO after extensive BDR search	4/23/03
175385	4/18/03	Response to 7-1-1 call delayed for VCO user	Four possible ROs identified from BDR search; all coached on procedure for handling VCO calls that are dialed using 7-1-1	4/23/03
175603	4/18/03	RO did not dial TERM number in a timely manner	Unable to identify RO after extensive BDR search	4/28/03
175686	4/18/03	RO was not transparent; customer called CRS using 7-1-1 and asked, "Who is this?" and RO responded by saying , "Tony" and giving his age	Unable to identify RO after extensive BDR search	4/29/03
175717	4/19/03	RO was rude and impatient with TERM	Unable to identify RO after extensive BDR search	4/29/03
175811	4/19/03	Supervisor did not transfer STS user to 7-1-1; kept asking customer for TERM number	Supervisor coached on recognizing STS calls on 7-1-1	4/28/03
175868	4/19/03	RO did not follow instructions for retrieving information from an answering machine	RO coached on importance of following instructions	4/30/03
175913	4/20/03	RO did not follow instructions for retrieving voice mail	RO coached on importance of following instructions	4/21/03
175987	4/20/03	RO did not announce relay; did not keep customer informed of call status; did not activate call privacy	RO coached on procedure for activating the privacy feature and underwent refresher training for overall call processing	5/5/03

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CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2003

Log #	Date	Description of Issue	Description of Resolution	Date
176894	4/22/03	RO assumed STS customer using 7-1-1 wanted STS and transferred customer to STS before customer instructed RO to transfer	RO coached on importance of not making assumptions	5/15/03
176959	4/23/03	RO frequently interrupted voice customer	RO coached on importance of not interrupting voice customers	5/1/03
177159	4/23/03	CAs are not able to understand customer	Specific CA number(s) not provided	5/5/03
177310	4/23/03	RO did not follow profile and verbal instructions	RO coached on importance of following profiles and instructions	4/30/03
177515	4/24/03	CA spoke too fast in leaving an answering machine message	RO coached on voice pacing when leaving messages	4/28/03
177851	4/25/03	RO made a lot of spelling errors	RO coached on importance of typing accurately	5/7/03
177947	4/25/03	RO terminated call prematurely	RO coached on procedure for terminating calls	4/30/03
178071	4/25/03	Voice customer requested billing adjustment for collect call accepted by customer but RO sent TTY tones	Customer credited for charges	5/30/03
178221	4/25/03	STS ring, no answer	Unable to duplicate; C/S transferred customer to STS	4/25/03
178349	4/26/03	RO did not announce relay; did not keep customer informed of call status; did not activate call privacy	RO coached on procedure for activating the privacy feature and underwent refresher training for overall call processing	4/30/03
178386	4/26/03	RO interrupted VCO customer while talking	RO was coached on importance of not interrupting customer	5/5/03
178566	4/27/03	CA could not understand STS user	CA coached on effective listening skills	5/5/03
178602	4/28/03	CA spoke too fast in leaving an answering machine message	RO coached on voice pacing when leaving messages	4/29/03
178993	4/28/03	CRS ring, no answer	Temporarily high call volume	4/28/03
179108	4/29/03	RO did not provide ID; did not translate from ASL to conversational English; did not use inflections	Unable to identify RO after extensive BDR search	4/30/03
179170	4/29/03	Echo	Technicians unable to duplicate	5/5/03

**FCC CUSTOMER SERVICE SUMMARY LOG
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April 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
179178	4/29/03	RO would not transfer call to Customer Service	RO coached on importance of following instructions	5/9/03
179366	4/29/03	RO made a lot of spelling errors	RO coached on importance of accurate spelling	5/5/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
179837	5/1/03	New CAs are not able to understand customr	Specific CA number not provided	5/1/03
179878	5/1/03	RO did not follow instructions.RO did not processs quickly enough,	Supervisor coached RO on importance of following customer instructions	5/6/03
179906	5/1/03	CA did not follow procedure for operator relief	Supervisor coached RO on importance of following relief procedures	5/15/03
180189	5/1/03	Sometimes 7-1-1 is answered by TTY and ROs do not switch back to voice	Test calls made; unable to duplicate	5/5/03
180964	5/4/03	RO did not explain relay to called person	Supervisor coached RO on correct procedure	5/9/03
180988	5/4/03	RO inappropriately transferred caller to Customer Service	Supervisor coached RO on correct procedure	5/6/03
181370	5/5/03	RO did not follow customer's call-handling instructions	Supervisor coached RO on importance of following customer instructions	5/9/03
181542	5/6/03	RO did not wait for customer to type "GA"	Supervisor coached RO on correct procedure	5/9/03
181877	5/6/03	RO was unable to understand customer	Supervisor coached RO	5/21/03
181949	5/6/03	CRS ring, no answer	Temporarily high call volume	5/6/03
182733	5/8/03	RO did not follow instructions for retrieving messages from an answering machine	Supervisor coached RO on importance of following customer instructions	5/20/03
182758	5/9/03	RO did not follow instructions for leaving a message on an answering machine.	Supervisor coached RO on importance of following customer instructions	5/15/03
182760	5/9/03	RO did not follow instructions for leaving a message on an answering machine.	Supervisor coached RO on importance of following customer instructions	5/13/03
182928	5/9/03	RO didn t follow instructions for connecting to a person through an automated response system	Supervisor coached RO on importance of following customer instructions	5/28/03
183060	5/9/03	RO inappropriately transferred caller to Customer Service	Unable to identify RO	5/15/03
183148	5/9/03	Echo	Technicians unable to duplicate	5/9/03

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May 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
183376	5/10/03	RO did not follow instructions to not announce relay	Supervisor coached RO on importance of following customer instructions	5/28/03
183378	5/10/03	RO did not follow customer's profile for no background sounds or tone of voice	Supervisor coached RO on importance of following customer profile	5/29/03
183417	5/10/03	RO had a rude manner	Supervisor coached RO on remaining impartial	5/16/03
183582	5/11/03	CA did not understand customer	CA underwent additional STS training	5/15/03
183583	5/11/03	RO hung up on customer	Term status of call is normal.	5/13/03
183584	5/11/03	Echo	Technicians unable to duplicate	5/18/03
183941	5/12/03	CRS ring, no answer	Temporarily high call volume	5/12/03
183963	5/12/03	RO had a rude manner	Supervisor coached RO on remaining impartial	5/30/03
184026	5/13/03	Echo	CSR provided troubleshooting tips; resolved	5/13/03
184183	5/13/03	RO inappropriately transferred caller to Customer Service	Supervisor coached RO on correct procedure	5/15/03
184319	5/13/03	CRS ring, no answer	Temporarily high call volume	5/13/03
184737	5/14/03	CRS ring, no answer	Temporarily high call volume	5/14/03
184769	5/14/03	RO interrupted too often	Supervisor coached RO on procedures	5/20/03
184772	5/14/03	CRS ring, no answer	Temporarily high call volume	5/14/03
185132	5/16/03	RO did not follow instructions for retrieving a message on an answering machine.	Supervisor coached RO on importance of following customer instructions	5/19/03
185133	5/16/03	RO did not follow customer's profile for no background sounds or tone of voice	Supervisor coached RO on importance of following customer profile	5/20/03

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2003**

Log #	Date	Description of Issue	Description of Resolution	Date
185293	5/16/03	RO took inappropriate action by remaining silent and not interacting with the customer	Pending identification of RO	OPEN
185410	5/16/03	Unable to access CRS via 7-1-1	Referred to local telephone company	5/16/03
185422	5/17/03	RO did not follow instructions for retrieving messages from voicemail	Supervisor coached RO on importance of following customer instructions	5/20/03
185575	5/17/03	RO had a rude manner	Supervisor coached RO on remaining impartial	5/30/03
186100	5/19/03	RO did not follow instructions for retrieving messages from voicemail	Supervisor coached RO on importance of following customer instructions	5/27/03
186517	5/20/03	RO did not provide RO number.	Supervisor coached RO on correct procedure	5/20/03
186581	5/21/03	CRS ring, no answer	Temporarily high call volume	5/21/03
187320	5/23/03	RO did not explain relay to ORIG and did not identify the call to TERM	Supervisor coached RO on correct procedure	5/28/03
187497	5/23/03	RO did not follow instructions	Unable to identify RO	5/23/03
187758	5/24/03	RO did not follow instructions to not relay recorded message	Supervisor coached RO on importance of following customer instructions	6/3/03
188801	5/28/03	RO hung up	Pending identification of RO	OPEN
188981	5/28/03	RO did not follow instructions to not type the TERM greeting	Pending identification of RO	OPEN
189025	5/28/03	RO did not follow instructions to leave message on answering machine	Pending identification of RO	OPEN
189071	5/28/03	RO did not type accurately	Pending identification of RO	OPEN
189213	5/29/03	RO did not type accurately	Pending identification of RO	OPEN
189253	5/29/03	Line disconnect through STS	Test calls made; issue resolved	6/3/03

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2003

Log #	Date	Description of Issue	Description of Resolution	Date
189513	5/30/03	CA could not understand STS customer	CA underwent additional STS training	6/2/03
189742	5/30/03	RO hung up	Pending identification of RO	OPEN
189875	5/31/03	Echo	Waiting for call-back from customer	OPEN